



## Vehicle Emissions Inspection Program (VEIP)

### COVID-19 Testing Site FAQs

Updated March 31, 2020

The Maryland Department of Health, in conjunction with the Maryland Department of Transportation, Maryland National Guard, Maryland State Police, local health departments and private partners, offers drive-through COVID-19 testing to residents who are symptomatic and at high risk for complications from the disease. **Individuals must have a lab order from a healthcare provider and an appointment to be tested. Walk-ins will not be accepted.**

Test sites and hours are determined based on demand and availability of supplies. When individuals make an appointment through the online registration system, they can select the closest-available testing site.

**Prince George's County Health Department** is running a separate operation at **FedEx Field**. All patients, including those with prescriptions from a doctor, must make an appointment through the Prince George's Health Department's COVID-19 hotline: **301-883-6627**.

**To qualify for testing, individuals must:**

- Meet criteria for testing as determined by a healthcare provider
- Obtain an order for testing from a licensed healthcare provider
- Register online and make an appointment online, or, if you are in the Bel Air area, schedule an appointment with the University of Maryland Medical System Upper Chesapeake Health hospital (UM UCH)

### VEIP COVID-19 Testing Site Basics

**Can I show up at a VEIP testing site and wait in line to get a test?**

No. If you arrive at a VEIP testing site without both an appointment and provider order, you will be asked to leave. Remember, people who do not have symptoms or who have mild symptoms do not need to be tested and should follow home isolation guidance.

**Can I show up to a VEIP testing site and wait to see if there is a cancellation?**

No. If you arrive at a VEIP testing site without both an appointment and provider order, you will be asked to leave. Remember, people who do not have symptoms or who have mild symptoms do not need to be tested and should follow home isolation guidance.

**What do I need to do to get a test at a VEIP location?**

Testing will be available for residents who are symptomatic and at high risk for complications for COVID-19. Your health care provider or local health department can determine whether you meet the criteria for testing. You will then need a test order and an appointment at a test site.

**How do I get an appointment and provider order to get a test at a VEIP location?**

1. Call your healthcare provider. If you qualify for a test, your provider will order a test online through CRISP, the state's health information exchange, at a VEIP site (if you are closest to Bel Air, your provider will order a test through UM UCH).
2. If you do not have a healthcare provider, please call [your county's health department](#) to be connected to a provider who can determine if you need a test.
3. Once your provider submits your order, you will be sent a unique code and a link to a scheduling website to make an appointment. The number of appointment slots at each location is dependent on the number of test kits available.

**Note:** *UM UCH is partnering with MDH to operate the testing site at the Forest Hill (Bel Air, Harford County) VEIP station. At this time, they are not participating in the CRISP ordering or scheduling platform. All appointments for this site must be made by a healthcare provider through UM UCH.*

**I have a letter from my provider saying that I should get tested at any available site. Can I come to any VEIP site to get tested?**

No. If you arrive at a VEIP testing site without both an appointment and provider order, you will be asked to leave. **A letter or other documentation is not enough to be tested.** Remember, people who do not have symptoms or who have mild symptoms do not need to be tested and should follow home isolation guidance.

**My provider and/or the local health department gave me your number. When can I get my test?**

Your provider and/or local health department will need to order the test and will help you make an appointment.

**Can I bring other members of my family with me to get tested even if they do not have a provider order or appointment?**

No. Only patients who have a provider order and scheduled appointment will be tested. Remember, people who do not have symptoms or who have mild symptoms do not need to be tested and should follow home isolation guidance.

**I have an appointment at a different location, but there is a VEIP testing site closer to me. Can I go there for my test?**

No. You must be tested at the time and location specified for your appointment. If you do not have an appointment at the site where you arrive, you will be asked to leave.

**What is the test like?**

The test requires a clinician to insert a single long swab (Q-tip) into the back of the person's nostril. Most individuals experience minor discomfort. All VEIP testing sites are currently doing the same type of test.

**Is the testing site safe?**

Yes. Every precaution has been taken to ensure your safety and the safety of the staff at the sites. You can help by staying in your vehicle with your windows rolled up other than when you are being tested.

**What VEIP locations are conducting COVID-19 testing?**

Current VEIP testing site locations and hours of operation vary. For MDH-run VEIP testing sites, you can select the closest testing site location when you register online through the CRISP online portal. For Bel Air, Harford County, please contact UM UCH.

**Will I be required to exit my car when I arrive at the VEIP testing site?**

No. All visitors will be required to remain in their vehicles upon arrival at the VEIP testing site with the windows rolled up until it is their time to be tested. There will be staff on site who will direct you to where you need to go.

**What do I need to bring with me?**

Your photo identification and confirmation code (Glen Burnie, Waldorf).

**What type of identification will I be required to provide on arrival at the VEIP testing site?**

A form of photo identification with name and date of birth that matches the information on the provider order will be required.

**Will children be required to provide identification upon arrival at the VEIP testing site?**

No. Only patients 18 years and older will need to provide photo identification.

**How long will I have to wait in line?**

Everyone with an appointment is encouraged to arrive at their testing site 15 minutes ahead of their scheduled time. This will ensure efficient movement through each step of the process.

## **About Your Test Results**

**How will I receive my results after I have been tested at a VEIP testing site?**

Your results will be communicated to you by your healthcare provider within 3-4 days. If you have not received your results within several days after testing, contact your provider directly to inquire if the results are available. Some people have experienced reporting delays because of the large number of tests being processed daily by the commercial laboratories.

**What do I do while waiting for my results?**

If you have symptoms or do not feel well, self-isolate at home while you wait for your results. The recommendation is to stay at home for at least seven days after your symptoms started or three days after your last fever, whichever is longer, if your symptoms are substantially improved. If you must go out for food or needed supplies, wear a mask (or improvise if you do not have a mask by using a scarf or bandana). Practice social distancing within the home if you live with family members or other people.

**What do I do if my test results are positive for COVID-19?**

If you test positive, you should self-isolate at home for seven days after your symptoms started or three days after your last fever, whichever is longer, and if your symptoms are improved. Continue to practice good hygiene, including frequent and thorough hand washing, disinfecting “high-touch” surfaces, and frequently washing clothing and bedding. Practice social distancing within the home if you live with family members or other people.

**What should I do if I start to feel worse?**

Call your health care provider immediately. If you do not have a health care provider, call your local health department. **Do not go to an urgent care facility or emergency department without calling first.** If you are experiencing a medical emergency, call 911.

**If I do have COVID-19, what happens?**

The vast majority of people recover from this disease in one to two weeks. Most people will have mild to moderate symptoms and will be advised to recover at home and isolate themselves from others. These individuals should call their physicians or health care practitioners if their symptoms get worse.

**How do I self-isolate at home while I recover?**

Ideally, you should stay in a separate bedroom where you can recover without sharing immediate space with others. You will need to have access to necessary resources, food and medications while you recover. Depending on the severity of your symptoms, you may need a caregiver available to provide support. Caregivers should practice good hygiene, including frequent and thorough handwashing, avoiding touching their face and frequently disinfecting “high-touch” surfaces. Prohibit visitors who do not have an essential need to be in the home.

**If I have COVID-19, will I need to go to a hospital?**

Most people will have mild to moderate symptoms and will be advised to recover at home and isolate themselves from others. For some people, COVID-19 can lead to serious illness. If someone has a serious illness from COVID-19, they may be admitted to the hospital.

**Will my positive COVID-19 test results be reported to public health entities?**

Yes. Positive COVID-19 test results will be reported to the appropriate public health agency in accordance with applicable Maryland laws and regulations.

**How will I know when I don’t need to be quarantined any longer?**

You should self-isolate at home for seven days after your symptoms started or three days after your last fever, whichever is longer, and if your symptoms are improved. Continue to practice good hygiene, including frequent and thorough hand washing, disinfecting “high-touch” surfaces, and frequently washing clothing and bedding. Practice social distancing within the home if you live with family members or other people.

**Do a lot of people get seriously ill or die from COVID-19?**

From what is known about the COVID-19 illness so far, most people who get infected will have mild to moderate symptoms and can recover at home. Some people, especially those who are older or have underlying medical conditions, may experience more serious symptoms and complications from the illness. People who experience shortness of breath or other serious symptoms should contact a healthcare provider immediately or call 911.